

**Directions:** Please complete shaded areas below.

**Department Name:** Consumer Services

**Project Name:** Electronic Document Management System (EDMS)

**Project Amount:** \$90,000

**Preparer Name & Contact Information:** Mario E. Goderich [MG3836@miamidade.gov](mailto:MG3836@miamidade.gov) (305) 375-4666

**Project Type:** Please check (✓) one.



Enterprise



Communities of Interest



Department Specific

**Funding Source:** Please check (✓) one.



GF Capital



Proprietary Capital



**Mandated Requirement**

(If checked (✓), please indicate who is mandating this request as well as the time frame)



2

**Department Priority of Initiative (1, 2, 3, etc.)**

## Section A

### Background:

Miami-Dade County's Consumer Services Department currently uses a manual paper-based system to track and manage businesses and individuals that are regulated by the Department. The Department generates and receives voluminous amounts of paper in relation to its regulating activities that result in large amounts of office space dedicated to the filing and storage of these documents. Identitech, the imaging company solution that the County has standardized on, conducted a business analysis of CSD the last quarter of 2002. Identitech proposed a solution to convert business operations using paper-based material to an Electronic Document Management System (EDMS) that removes much of the paper from the current business processes. The Department chose to hold the implementation phase of the EDMS project until the consolidation of all legacy applications was achieved through the implementation of an Enterprise Operations System (Business Case # 1) to be able to interface both applications and realize higher efficiencies.

### Problem Statement:

The Department has the need to convert these paper documents to an electronic system to eliminate the need for costly office space for storage, eliminate inefficiencies of paperwork, provide document security and allow access by the public.

### Solution:

Implement Identitech Electronic Document Management System.

### Expected Benefits / Direct Payback:

The Department's implementation of an EDMS solution is consistent with its business plan to provide courteous, efficient, timely and responsive services to clientele. EDMS implementation will enable electronic workflow management, storage, indexing, retrieval, and exchange of documents.

The EDMS implementation by Identitech offers tremendous gains in efficiency by automating manual processes such as the workflow component. Users will no longer need to manually handle files resulting in decreased clerical involvement.

EDMS provides the ability of citizens to access and retrieve public information via the internet.  
EDMS will allow CSD to save on floor space currently taken up by two large filing rooms.  
Disaster recovery will be achieved by archiving the electronic documents onto the County's IT infrastructure.